SHARP-SHOOTER

TAKING AIM TO BETTER SERVE THE CUSTOMER

SHARP UPGRADE BEGINS

Welcome to the Statewide Human Resource and Payroll (SHARP) Upgrade Project. SHARP, which utilizes PeopleSoft technology, will upgrade from PeopleSoft's version 7.02 to version 8.0. We will publish the SHARP-SHOOTER newsletter monthly during the upgrade project.

Teams from the Department of Administration's Divisions of Accounts and Reports, Information Systems and Communications and Personnel Services are reviewing many of the new features offered in PeopleSoft 8.0. Below are brief descriptions of some of the features.

Security
One of the most significant changes in PeopleSoft 8.0 is that it requires no client software other than a standard web browser. This means that users will access SHARP via the Internet. Also, the traditional "user classes" have been replaced by "roles" to manage security profiles. Effectively defining these roles reduces security maintenance and ensures that only appropriate content is delivered to end users.

Portal for SHARP Users and Employees
A portal is a web site that helps users navigate to other web-based applications and content. Portals typically include a default homepage, a customizable homepage, category-based navigation (such as menus or worklists), links to related content, and a search engine. Employees, managers and applicants would access self-service features through the portal.

Would you like to receive the latest information about the SHARP 8.0 upgrade? System updates, etc.?

Sign up for the SHARPinfolist today at:

http://da.state.ks.us/sharp/infolist.htm

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<u>Self-Service</u>

PeopleSoft offers many self-service Internet applications designed to interface with the Human Resource, Benefits, and Payroll system. The applications allow employees to review or update, when appropriate, their personal, benefit, and payroll information. Security limits each employee, manager, or applicant to transactions authorized specifically for their assigned user profile and role. An email address field is included in the user profile for each user. Potential self-service options are:

- Employees view paycheck information for a confirmed pay period
- Employees change their W-4 tax data
- Employees request a new W-2
- Employees enroll for benefits on-line
- Applicants view job postings and apply for a job
- Applicants create, review and update resumes

<u>Workflow</u>

Many of the tasks performed throughout the day are part of larger tasks that involve multiple steps and several people working together. For example, hiring an employee starts a process to sign up the employee for benefits, review and approve equipment requisitions, and enter payroll tax information. Workflow notifies appropriate users that a task needs to be done and is designed to streamline processes, improve efficiency, and increase reporting options. Potential workflow processes are:

- Process W-4 and W-5 – Notifies employee by email that exempt status will expire and new W-4 or W-5 is needed. Creates a work list item for department payroll manager.
- W-2 Request – Notifies Department of Administration Payroll and Operations to print a W-2 upon an employee's request.
- W-4 tax data change – Notifies agency payroll office when an employee changes W-4 tax data via self-service.
- Employees with late reviews – Notifies HR manager or employee's supervisor of employees with late performance reviews.

A Change Management Team is in place throughout the upgrade project. This team will work on training, agency readiness and communication. Team members represent a wide range of experience including organizational and cultural change, training, public relations, and Internet self-service applications. The team recently sent out a survey via email to agency human resource managers. The survey's purpose is to collect information for the upgrade and employee self-service through AKSESS (Automated Kansas State Employees Service System). Agency heads, human resource managers, IT staff and payroll staff may need to work together to respond to the survey.

Future monthly SHARP-SHOOTER newsletters will provide more detailed information about the project, new business processes, and technical criteria. Since the newsletter is now online only, please make sure that appropriate staff in your agency are on the SHARPinfolist to receive an email notice that the newsletter is posted. The web site address to sign up is http://da.state.ks.us/sharp/infolist.htm/.

The SHARP upgrade to version 8.0 is scheduled to occur during the June 8 to June 21 pay period in 2003.

SHARP Training To Be Upgraded

As part of the upgrade project, we also will upgrade SHARP training. SHARP training will remain computer-based. AuthorWare software will replace the Digital Trainer software used to create the current computer based training (CBT). materials This software change enables us to develop more user-friendly materials and make the training process more efficient.

Improvements to the CBT include:

♦ *Interactivity* – Allows users to practice data entry in the walkthrough examples without having to exit to an external database. Eliminates the need for a separate training database.

♦ *More User Friendly* – Easier to read with improved navigation and links that enable users to access reference documents through a click of the mouse.

♦ *Internet Deployment* – Ability to deploy on the Internet. This approach provides the following benefits: (1) Easier to make training updates – CBT updates will be made to one central location so users will always have access to the most current materials. (2) Easier workstation maintenance – agencies will no longer have to download and reinstall files when changes are made to the CBT nor will any workstation set up be required to access a training database. (3) Improved access to the CBT - The CBT will be available 24/7.

♦ *Simplified Testing Process* – The testing process will change so that a user takes a test at the end of each training book he/she needs to complete as part of the security access process. The CBT will store test scores for each book so a user can view the results and retake any tests if needed. When all tests have been completed, a user can print one final certification document, obtain the necessary agency approval signature, and attach the document to the security access request form.

We anticipate making a CBT demo available this fall that agencies can access and evaluate. This will provide an opportunity to identify and resolve issues before the CBT is deployed in its final form. More information about the CBT will be distributed later.